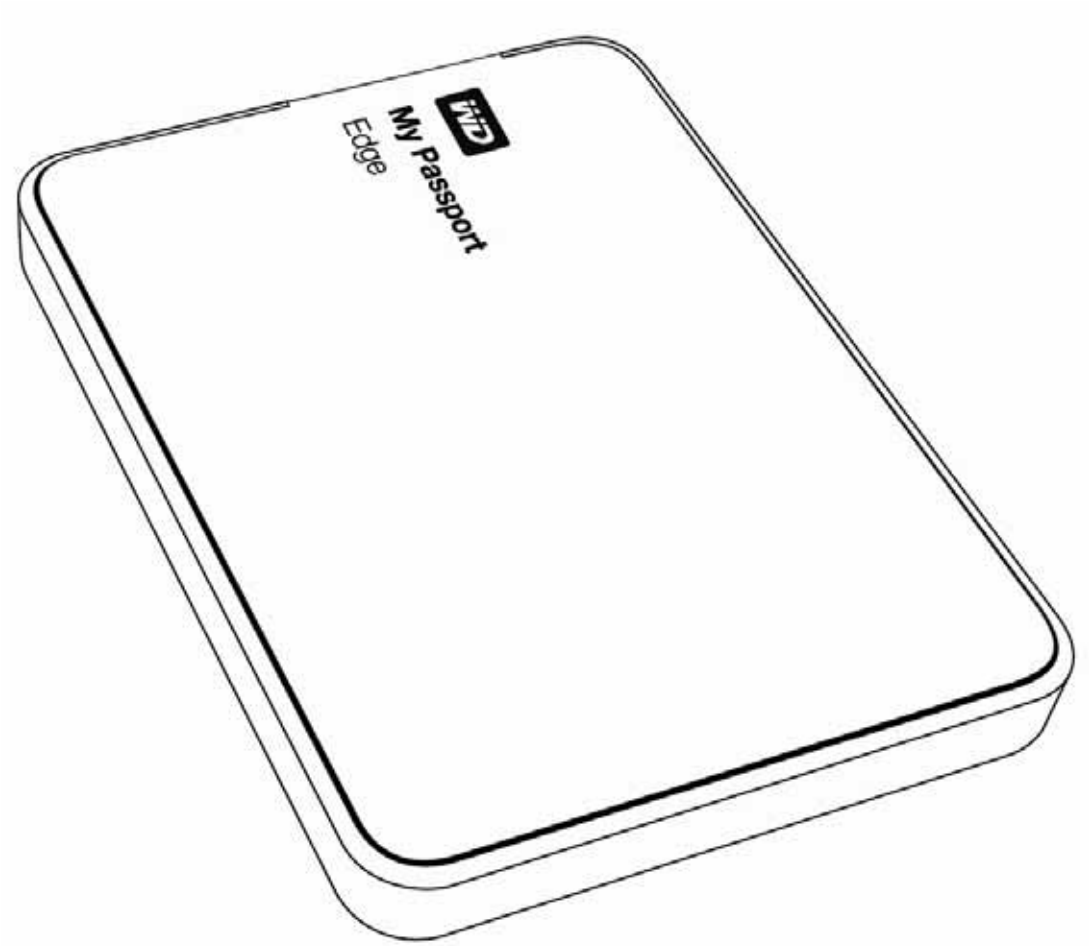
My Passport® Edge™ for Mac

Portable Hard Drive

User Manual



External Portable

WD Service and Support

Should you encounter any problem, please give us an opportunity to address it before returning this product. Most technical support questions can be answered through our knowledge base or email support service at *http://support.wdc.com*. If the answer is not available or if you prefer, please contact WD® at the best telephone number shown below.

Your product includes 30 days of free telephone support during the warranty period. This 30-day period starts on the date of your first telephone contact with WD Technical Support. Email support is free for the entire warranty period and our extensive knowledge base is available 24/7. To help us keep you informed of new features and services, remember to register your product online at *http://register.wdc.com*.

Accessing Online Support

Visit our product support website at *http://support.wdc.com* and choose from these topics:

- **Downloads**—Download drivers, software, and updates for your WD product.
- **Registration**—Register your WD product to get the latest updates and special offers.
- **Warranty & RMA Services**—Get warranty, product replacement (RMA), RMA status, and data recovery information.
- **Knowledge Base**—Search by keyword, phrase, or answer ID.
- **Installation**—Get online installation help for your WD product or software.
- **WD Community**—Share your thoughts and connect with other WD users.

Contacting WD Technical Support

When contacting WD for support, have your WD product serial number, system hardware, and system software versions available.

North America		**Asia Pacific**	
English	800.ASK.4WDC	Australia	1 800 42 9861
	(800.275.4932)	China	800 820 6682/+65 62430496
Spanish	800.832.4778	Hong Kong	+800 6008 6008
		India	1 800 11 9393 (MNTL)/1 800 200 5789 (Reliance) 011 26384700 (Pilot Line)
Europe (toll free)*	00800 ASK4 WDEU	Indonesia	+803 852 9439
	(00800 27549338)	Japan	0120 994 120/00531 65 0442
		Korea	02 703 6550
Europe	+31 880062100	Malaysia	+800 6008 6008/1 800 88 1908/+65 62430496
Middle East	+31 880062100	Philippines	1 800 1441 0159
Africa	+31 880062100	Singapore	+800 6008 6008/+800 608 6008/+65 62430496
		Taiwan	+800 6008 6008/+65 62430496

* Toll free number is available in the following countries: Austria, Belgium, Denmark, France, Germany, Ireland, Italy, Netherlands, Norway, Spain, Sweden, Switzerland, United Kingdom.

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1 About Your WD Drive

Welcome to your My Passport® Edge™ for Mac portable hard drive for Mac users who need to take their creative life on the road.

This chapter includes the following topics:

Features
Kit Contents
Optional Accessories
Operating System Compatibility
Disk Drive Format
Physical Description
Registering the Drive
Handling Precautions

Features

Major features of the My Passport Edge for Mac drive include:

Ultra-slim, all-metal design—At just 11 mm, this ultra-slim, all-metal portable drive is thin and fast with plenty of capacity for your important digital content.

Ultra-fast transfer rates—When connected to a USB 3.0 port, My Passport Edge for Mac lets you access and save files in blazing speed. Reduce transfer time by up to 3 times when compared to USB 2.0 transfer rates.*

*Performance may vary based on hardware and system configuration.

USB 3.0 and USB 2.0 compatibility—With this single drive you get compatibility with your USB 2.0 devices today and the ultra-fast speed of USB 3.0 when you're ready to step up to the next generation.

Premium aluminum enclosure—The durable, anodized aluminum enclosure is the perfect complement for your MacBook.

WD Security™—WD's security utility allows you to set password protection and hardware encryption for your drive to protect your files from unauthorized use or access.

WD Drive Utilities™—Register your drive, set the drive sleep timer, run diagnostics and more using the WD Drive Utilities software.

Formatted for Mac—HFS+ Journaled so it works right out of the box with your MacBook or MacBook Air. Can be reformatted for Windows® operating systems.

Compatible with Apple Time Machine—Back up your files with Apple Time Machine.

Durable enclosure protects your drive—We know your data is important to you. So we build the drive inside to our demanding requirements for durability, shock tolerance, and long-term reliability. Then we protect the drive with a robust, all-metal enclosure designed for style and beauty.

Important: For the latest WD product information and news, visit our website at *http://www.westerndigital.com*. For the latest software, firmware, and product documentation and information, go to *http://support.wdc.com/downloads*.

Kit Contents

As shown in Figure 1, your My Passport Edge for Mac portable hard drive kit includes the following:

- My Passport Edge for Mac portable hard drive
- USB 3.0 cable
- Quick Install Guide
- WD Security and WD Drive Utilities software (included on the drive)

USB 3.0 Cable

My Passport Edge for Mac Portable Hard Drive

Quick Install Guide

Figure 1. My Passport Edge for Mac Drive Kit Contents

Optional Accessories

For information about optional accessories for WD products, visit:

US	*http://www.shopwd.com* or *http://www.wdstore.com*
Canada	*http://www.shopwd.ca* or *http://www.wdstore.ca*
Europe	*http://www.shopwd.eu* or *http://www.wdstore.eu*
All others	Contact WD Technical Support in your region. For a list of Technical Support contacts, visit *http://support.wdc.com* and see Knowledge Base answer ID 1048.

Operating System Compatibility

Your My Passport Edge for Mac drive and the WD Security and WD Drive Utilities software are compatible with the following operating systems:

Mac OS X

- Leopard
- Snow Leopard
- Lion
- Mountain Lion

Windows

- Windows XP
- Windows Vista®
- Windows 7
- Windows 8

Compatibility can vary, depending on hardware configuration and operating system.

For highest performance and reliability, always install the latest updates and service pack (SP). On Mac computers, go to the **Apple** menu and select **Software Update**. On Windows computers, go to the **Start** menu and select **Windows Update**.

Disk Drive Format

Your My Passport Edge for Mac drive is formatted as a single HFS+J partition for compatibility with Mac OS X operating systems. If you want to use the drive with a Windows computer, see “Reformatting the Drive” on page 27 and “Troubleshooting” on page 28.

Physical Description

As shown in Figure 2, the My Passport Edge for Mac drive has:

- A power/activity LED
- A USB 3.0 interface port

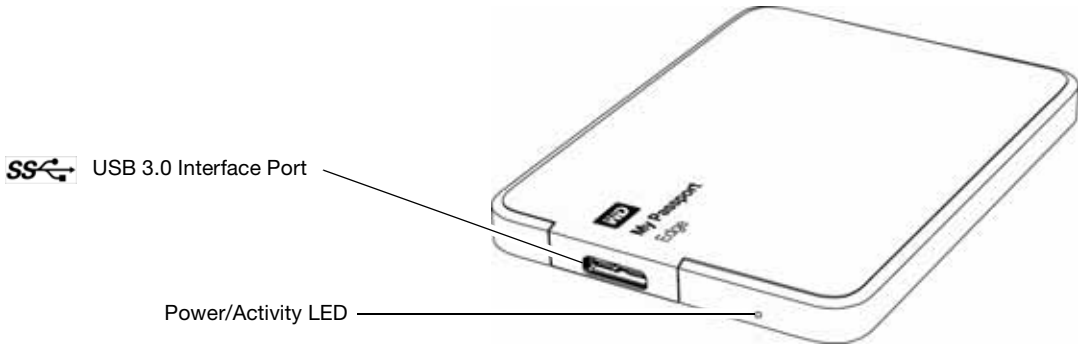


Figure 2. My Passport Edge for Mac Drive

Power/Activity LED

The power/activity LED shows the drive’s power state as follows:

LED Appearance	Power State/Activity
On steady	Idle
Fast flashing, approximately 3 times per second	Activity
Slow flashing, approximately every 2.5 seconds	System standby

USB 3.0 Interface

USB 3.0 supports data transfer rates up to 5 Gb/s. USB 3.0 is backward compatible with USB 2.0. Connection to a USB 2.0 port transfers data at the port speed—up to 480 Mb/s.

Registering the Drive

Always register your My Passport Edge for Mac drive to get the latest updates and special offers. You can easily register your My Passport Edge for Mac drive using the WD Drive Utilities software, as described in “Registering the Drive” on page 25. Another way is to register online at *http://register.wdc.com*.

Handling Precautions

WD products are precision instruments and must be handled with care during unpacking and installation. Rough handling, shock, or vibration can damaged drives. Always observe the following precautions when unpacking and using your external storage product:

- Do not drop or jolt the drive.
- Do not move the drive during activity.

2 Connecting the Drive and Getting Started

This chapter provides instructions for connecting the drive to your computer and installing the WD software. It includes the following topics:

Connecting the Drive
Enhancing Performance with WD +TURBO
Installing the WD Security Software
Installing the WD Drive Utilities Software

Connecting the Drive

To connect the My Passport drive to your computer:

1. Turn on your computer.
2. Connect the My Passport drive to your computer as shown in Figure 3.

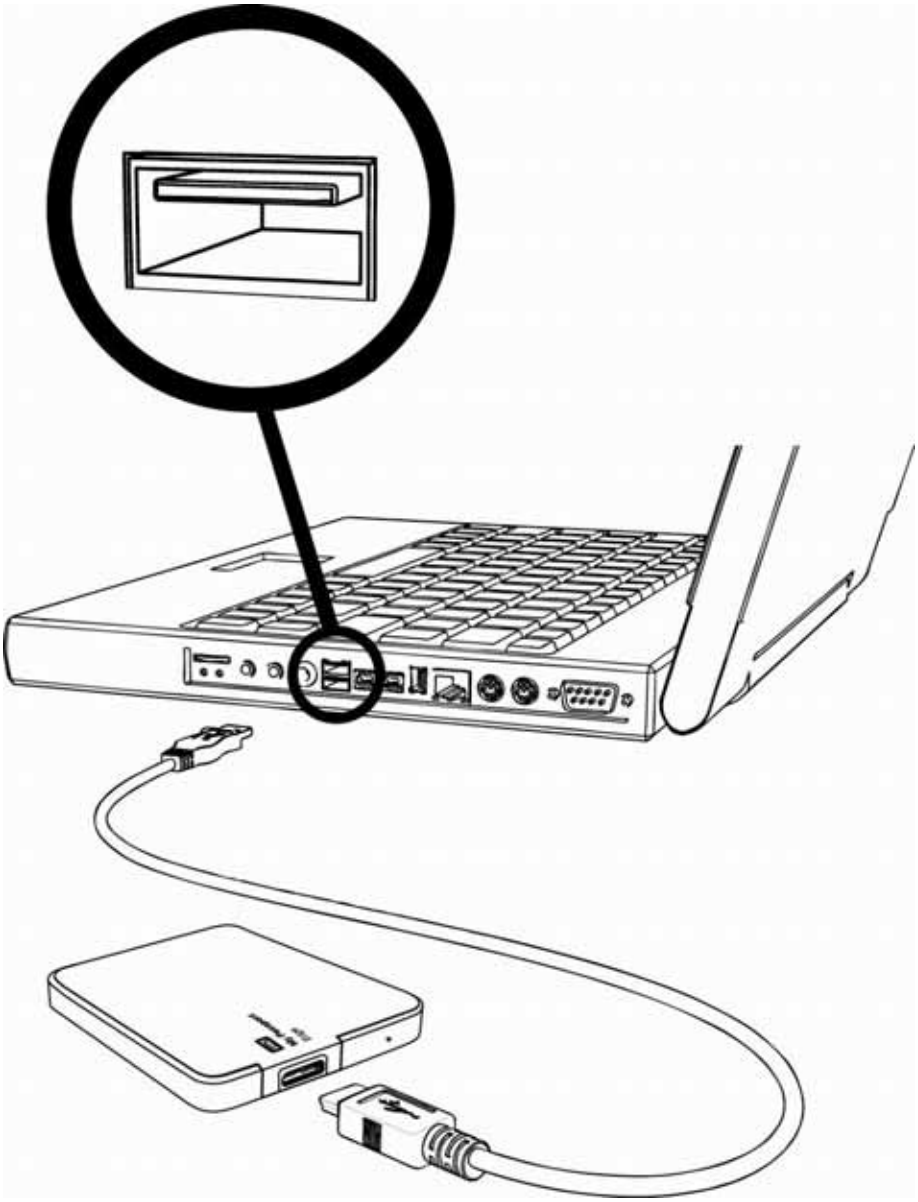


Figure 3. Connecting the My Passport Drive

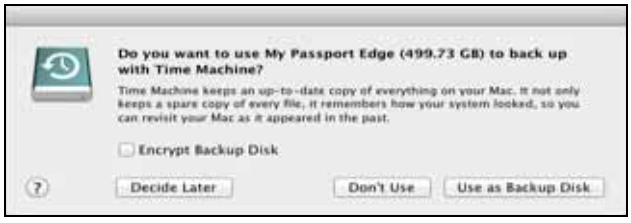
3. Verify that the My Passport drive appears under DEVICES in the Sidebar area of your Finder display:

Note: If the **External disks** check box is selected on your Finder Preferences dialog, the My Passport icon displays on your desktop:

4. The first time you connect your My Passport drive to your computer, a message asks if you want to use the drive to back up with Time Machine:

On Leopard and Snow Leopard

On Lion and Mountain Lion



Note: Currently the **Encrypt Backup Disk** check box only appears on computers using the Lion or Mountain Lion operating system.

Depending on your operating system:

- On Leopard or Snow Leopard, proceed to step 5.
- On Lion or Mountain Lion, skip to step 6.

5. On Leopard or Snow Leopard:

IF you . . . want to use the drive with the Time Machine software,	**THEN click . . .**
Do not	**Cancel** and skip to step 8 on page 7.
Do	**Use as Backup Disk** and skip to step 7 on page 7.

6. On Lion or Mountain Lion:

IF you . . . want to use the drive with the Time Machine software,	**THEN . . .**
Do not	Click **Don't Use** and skip to step 8 on page 7.
Do	Proceed to step a on page 7.

a. If you want to create a password to secure your backup files, select the **Encrypt Backup Disk** check box.

b. Click **Use as Backup Disk.**

c. If you selected the **Encrypt Backup Disk** check box at step a, complete the backup password dialog that displays:

d. Click **Encrypt Disk**.

7. The My Passport icon now displays as:

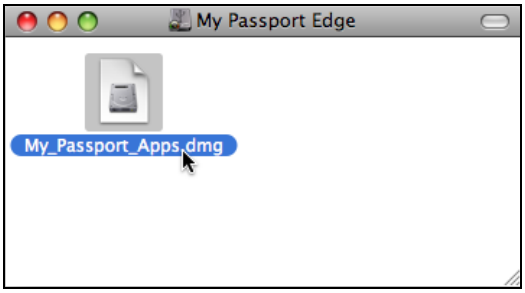
8. Your My Passport drive is now ready to use as an external storage device. You can enhance its performance by installing the WD +TURBO utility that is on the drive.

Enhancing Performance with WD +TURBO

WD +TURBO is a utility on the My Passport drive that you can install to improve the performance of the drive on a Mac computer.

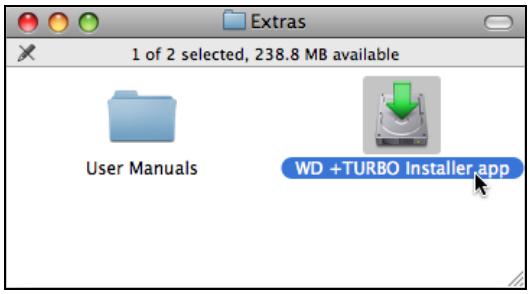
To install WD +TURBO:

1. Double-click the My Passport icon, and then double-click the .dmg file on the screen that displays:



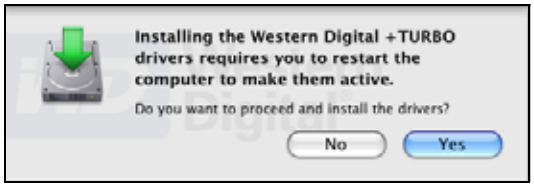
2. Double-click the Extras folder on the screen that displays:

3. Double-click the WD +TURBO Installer application:



4. Click **Install** on the WD +TURBO Driver Installer screen:

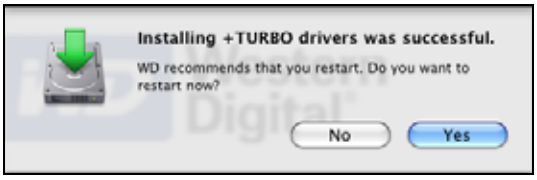
5. Read the license agreement and click **Accept** to continue.
6. A message informs you that installing the drivers requires you to restart your computer to make them active:



Click **Yes** to continue.

7. Type the password that you normally use to access the computer in the **Password** box and click **OK**:

8. When the installation completes, click **Yes** to restart the computer:



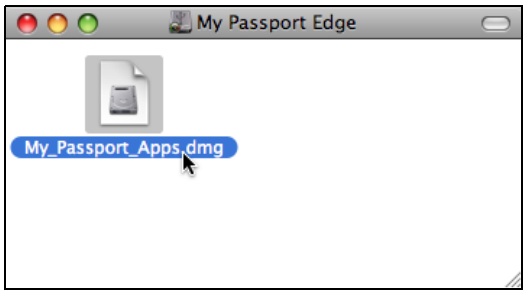
9. After the computer restarts, the My Passport icon on the desktop looks like this

Your My Passport drive is now ready to use as an enhanced-performance external storage device. You can further enhance its performance by installing the WD Security and WD Drive Utilities software that is also on the drive.

Installing the WD Security Software

To install the WD Security software:

1. Double-click the My Passport icon, and then double-click the .dmg file on the screen that displays:



2. Drag the WD Security application to the alias Applications folder on the screen that displays:

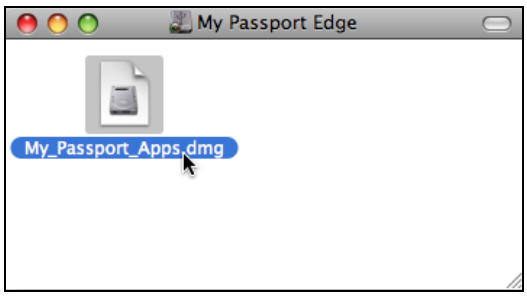
3. In the alias Applications folder, double-click the WD Security application.
4. Read the license agreement and click **Accept** to continue and display the WD Security screen:

5. See “Locking and Unlocking the Drive” on page 13.

Installing the WD Drive Utilities Software

To install the WD Drive Utilities software:

1. Double-click the My Passport icon, and then double-click the .dmg file on the screen that displays:



2. Drag the WD Drive Utilities application to the alias Applications folder on the screen that displays:

3. In the alias Applications folder, double-click the WD Drive Utilities application.

4. Read the license agreement and click **Accept** to continue and display the WD Drive Utilities screen:

5. See “Managing and Customizing the Drive” on page 19.

3

Locking and Unlocking the Drive

This chapter includes the following topics:

Password Protecting the Drive
Unlocking the Drive
Changing Your Password
Turning Off the Drive Lock Feature

Password Protecting the Drive

You should password protect your drive if you are worried that someone else will gain access to your drive and you do not want them to see your files on the drive.

CAUTION! The WD Security software uses your password to electronically lock and unlock your drive. If you forget your password, you will not be able to access the data that is on your drive or write new data to it. You will have to erase the drive before you can use it again.

Use the WD Security software to:

- Create a password
- Change a password
- Eliminate the need for a password

To create a password and keep others from accessing the files on your drive:

1. Click **Go** > **Applications** > **WD Security** to display the WD Security screen, Set Security dialog:

2. If you have more than one supported My Passport drive connected to your computer, select the one that you want to create a password for.
3. Type your password in the **Choose a password** box, using up to 25 characters.

4. Retype your password in the **Verify password** box.
5. Type a hint to help remember your password in the **Password hint** box.
6. Select the **Enable auto unlock for user:** check box if you want the WD Security software to remember your password for the selected drive on this computer.

   Important: If you select the **Enable auto unlock for user:** check box, the first time you restart your computer or disconnect and reconnect the drive after creating a password, your operating system requests permission to allow the WD Security software to access your password:

   Click **Always Allow** to avoid this dialog in the future.
7. Read the warning about the possibility of data loss if you forget your password.
8. Click the **I understand** check box to signify that you accept the risk.
9. Click **Save Security Settings** to save your password and enable hardware encryption for your drive.

CAUTION! After creating a password, the drive remains *unlocked* for as long as you continue your current work session. Then the WD Security software:

- **Locks the drive when you shut down your computer, disconnect your drive, or your computer goes into the sleep mode**
- **Requires you to type your password to unlock the drive when you restart your computer or reconnect your drive, *UNLESS* you selected the** Enable auto unlock for user: **check box when you created your password**

Unlocking the Drive

After you have created a password to keep others from accessing the files on your drive, unless you selected the **Enable auto unlock for user:** check box, you will have to type your password to unlock the drive whenever:

- You shut down and restart your computer
- You disconnect and reconnect the drive to your computer
- Your computer exits the sleep mode

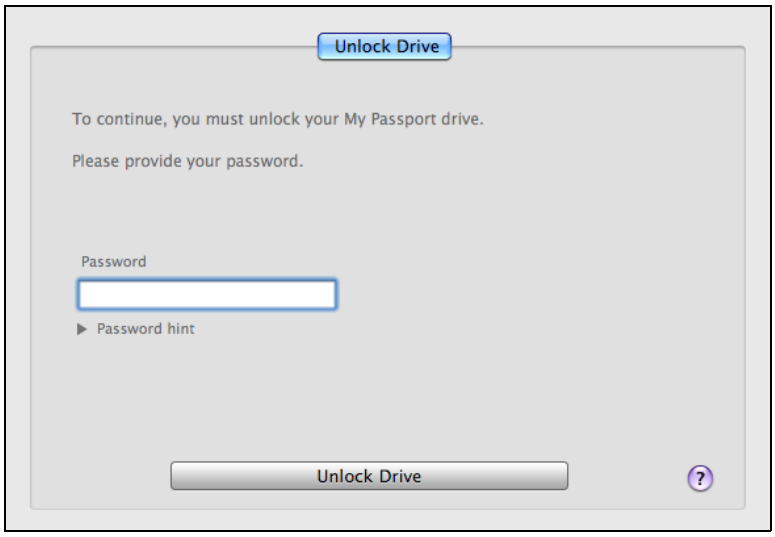
You will have to do this even if you do not have the WD Security software installed on your computer.

In each case, the WD Security software replaces the desktop icon for your My Passport drive with the WD Unlocker virtual CD (VCD) icon:

The WD Unlocker VCD provides the WD Drive Unlock utility that you can use to unlock the drive. Or you can use either the WD Security or the WD Drive Utilities software to unlock the drive.

Unlocking the Drive with the WD Security or WD Drive Utilities Software

Whenever you shut down and restart your computer or disconnect and reconnect the drive to your computer, starting either the WD Security or WD Drive Utilities software displays the Unlock Drive dialog:



This happens either:

- Automatically if you only have the one locked My Passport drive connected to your computer
- When you select the locked drive on either the WD Security or WD Drive Utilities screen if you have more than one supported My Passport drive connected to your computer

To unlock the drive:

1. If you do not see the Unlock Drive dialog, click either:
   - **Go** > **Applications** > **WD Security**
   - **Go** > **Applications** > **WD Drive Utilities**
2. If you have more than one supported My Passport drive connected to your computer, select the one that is locked to display the Unlock Drive dialog.
3. On the Unlock Drive dialog:
   a. Type your password in the **Password** box.
   b. Click **Unlock Drive**.

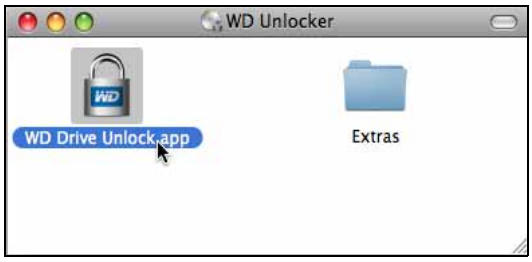
Unlocking the Drive with the WD Drive Unlock Utility

Whenever you connect your password-protected drive to a computer that does not have the WD Security or WD Drive Utilities software installed, you can use the WD Drive Unlock utility to unlock the drive there. The Drive Unlock utility is on a virtual CD (VCD) drive that appears on your desktop display.

To unlock the drive:

1. Double-click the WD Unlocker VCD icon on your desktop:

2. Double-click the WD Drive Unlock application on the screen that displays:



The WD Drive Unlock utility screen displays:

3. On the WD Drive Unlock utility screen:
   a. Type your password in the **Password** box.
   b. Select the **Enable auto unlock for user:** check box if you want the WD Drive Unlock utility to remember your password on this computer.

c. Click **Unlock Drive**.

d. At the **Your drive is now unlocked** prompt, click **Exit** to close the WD Drive Unlock utility screen.

Changing Your Password

To change your password:

1. Click **Go** > **Applications** > **WD Security** to display the WD Security screen, Change Security dialog:

2. If you have more than one supported My Passport drive connected to your computer, select the one with the password that you want to change.
3. Type your current password in the **Password** box.
4. Select the **Change password** option.
5. Type your new password in the **Choose a password** box, using up to 25 characters.
6. Retype your new password in the **Verify password** box.
7. Type a hint to help remember your new password in the **Password hint** box.
8. Select or clear the **Enable auto unlock for user:** check box to signify whether you want the WD Security software to remember your new password for the selected drive on this computer.
9. Click **Update Security Settings**.

CAUTION! After changing your password, the drive remains *unlocked* for as long as you continue your current work session. Then the WD Security software:

- **Locks the drive when you shut down your computer, disconnect your drive, or your computer goes into the sleep mode**
- **Requires you to type your password to unlock the drive when you restart your computer or reconnect your drive, *UNLESS* you selected the** Enable auto unlock for user: **check box when you changed your password**

Turning Off the Drive Lock Feature

To remove password protection from your drive:

1. Click **Go** > **Applications** > **WD Security** to display the WD Security screen, Change Security dialog:

2. If you have more than one supported My Passport drive connected to your computer, select the one that you want to remove password protection from.
3. Type your password in the **Password** box.
4. Select the **Remove security** option.
5. Click **Update Security Settings**.

4 Managing and Customizing the Drive

This chapter includes the following topics:

Checking Drive Health
Setting the Drive Sleep Timer
Erasing the Drive
Registering the Drive
Safely Dismounting the Drive

The WD Drive Utilities software (see Figure 4) makes it easy for you to manage and customize your drive for the best possible performance:

- Diagnostics—Run diagnostics and status checks to make sure your drive is working properly.
- Sleep Timer—Turn your drive off during extended periods of inactivity to conserve power and extend the life of the drive.
- Drive Erase—Erase all of the data on the drive, including your password if you have one.
- Registration—Register your drive to receive free technical support during the warranty period and find out about software updates, product enhancements, and price discount opportunitiest

Figure 4. WD Drive Utilities Screen

On the WD Drive Utilities screen:

IF you want to . . .	THEN click . . .	AND see . . .
Run drive diagnostics and status checks,	**Diagnostics**	"Checking Drive Health" in the next section.
Specify an inactive time interval to turn off your drive,	**Sleep Timer**	"Setting the Drive Sleep Timer" on page 21.
Erase your drive so you can retrieve the space and start over,	**Drive Erase**	"Erasing the Drive" on page 22.
Register your drive to receive free technical support during the warranty period and keep up-to-date on the latest WD products,	**Registration**	"Registering the Drive" on page 25.

Checking Drive Health

The WD Drive Utilities software provides three diagnostic tools to help make sure that your drive is performing well. Run the following tests if you are concerned that your drive is not operating properly:

- S.M.A.R.T. Status

  S.M.A.R.T. is a failure-prediction function that continuously monitors key internal performance attributes of the drive. A detected increase in drive temperature, noise, or read/write errors, for example, can provide an indication that the drive is approaching a serious failure condition. With advanced warning, you could take precautionary measures, like moving your data to another drive, before a failure occurs.

  The result of a S.M.A.R.T. status check is a pass or fail evaluation of the drive's condition.

- Quick Drive Test

  Your My Passport drive has a built-in Data Lifeguard™ diagnostic utility that tests the drive for error conditions. The quick drive test checks the drive for major performance problems.

  The result of a quick drive test is a pass or fail evaluation of the drive's condition.

- Complete Drive Test

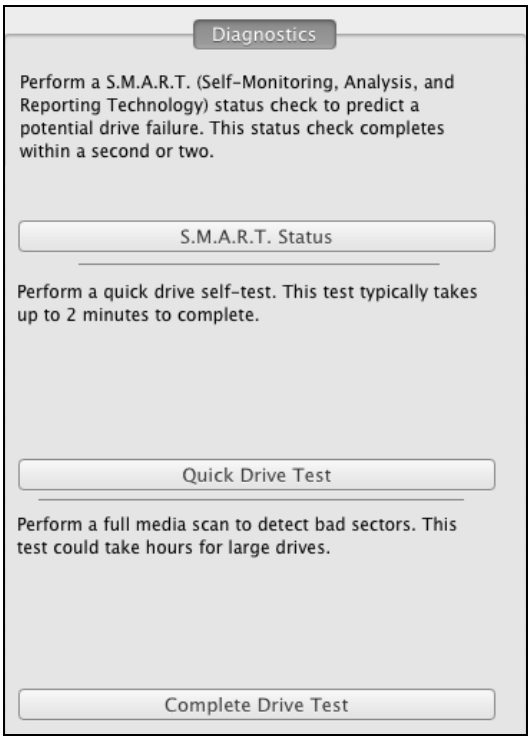
  The most comprehensive drive diagnostic is the complete drive test. It tests every sector for error conditions, and inserts bad sector markers as required.

The best time to run the drive diagnostics and status checks is on a regular basis, before you encounter any problems with your drive. And, because they are so fast, running the S.M.A.R.T. status check and the quick drive test provides a high level of assurance with minimal inconvenience. Then, run all three whenever you encounter disk errors when writing or accessing files.

To run drive diagnostics and status checks:

1. Click **Go** > **Applications** > **WD Drive Utilities** to display the WD Drive Utilities screen (see Figure 4 on page 19).
2. If you have more than one supported My Passport drive connected to your computer, select the one that you want to check.

3. Click **Diagnostics** to display the Diagnostics dialog:



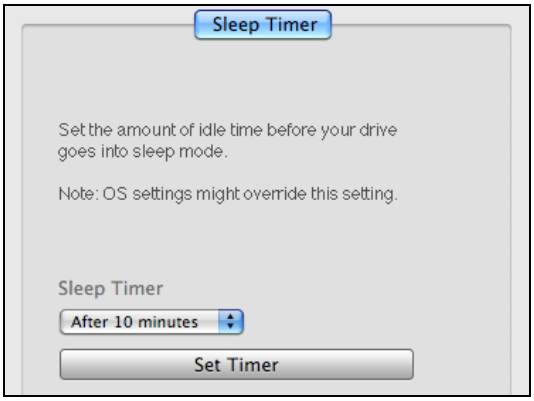
4. On the Diagnostics dialog, click the button for the test that you want to run:
   - **S.M.A.R.T. Status**
   - **Quick Drive Test**
   - **Complete Drive Test**

Setting the Drive Sleep Timer

The drive sleep timer turns off the power to your drive after a certain period of inactivity to conserve power and minimize long-term wear on the drive.

To set the inactivity period for the drive:

1. Click **Go** > **Applications** > **WD Drive Utilities** to display the WD Drive Utilities screen (see Figure 4 on page 19).
2. If you have more than one supported My Passport drive connected to your computer, select the one that you want to set.
3. Click **Sleep Timer** to display the Sleep Timer dialog:



4. On the Sleep Timer dialog:
   a. In the **Sleep Timer** box, select the inactivity time interval at which you want to turn off the drive.
   b. Click **Set Timer**.

Erasing the Drive

CAUTION! Erasing your drive permanently deletes all of the data on the drive. Always make sure that you no longer need any of the data on your drive before erasing it.

Note: Erasing your drive also deletes the WD software and all of the support files, utilities, and user manual files. You can download these to restore your My Passport to its original configuration after erasing the drive.

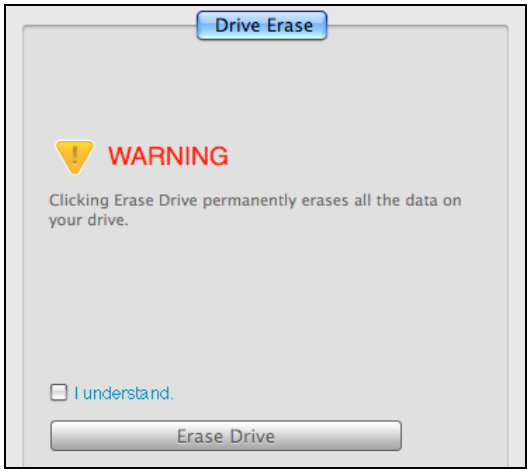
WD Drive Utilities provides two ways to erase your drive, depending on whether your My Passport drive is locked or not:

IF your drive is . . .	AND you . . .	THEN see . . .
Not locked,	*Want* to erase the drive,	"Using the Drive Erase Function" in the next section.
Locked,	Have forgotten or lost your password and *must* erase the drive,	"Using the WD Drive Unlock Utility" on page 23.

Using the Drive Erase Function

To erase your My Passport when the drive is not locked:

1. Click **Go** > **Applications > WD Drive Utilities** to display the WD Drive Utilities screen (see Figure 4 on page 19).
2. If you have more than one supported My Passport drive connected to your computer, select the one that you want to erase.
3. Click **Drive Erase** to display the Drive Erase dialog:



4. On the Drive Erase dialog:
   a. Read the warning about the loss of data if you erase your drive.
   b. Click the **I understand** check box to signify that you accept the risk.
   c. Click **Erase Drive**.

After the drive erase operation completes, go to *http://support.wdc.com* and see Knowledge Base answer ID 7 for information about downloading and restoring the WD software and disk image on your My Passport drive.

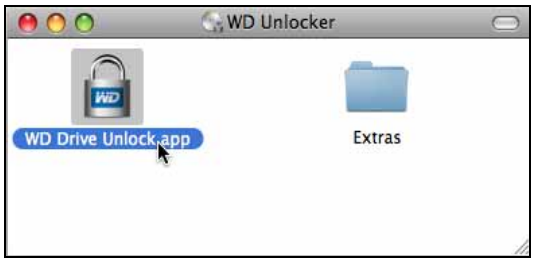
Note: Erasing your drive also removes your password. If you used a password to protect your drive, you will need to re-create it after restoring the WD software and disk image. (See "Password Protecting the Drive" on page 13.)

Using the WD Drive Unlock Utility

To erase your My Passport when the drive is locked and you have forgotten or lost your password:

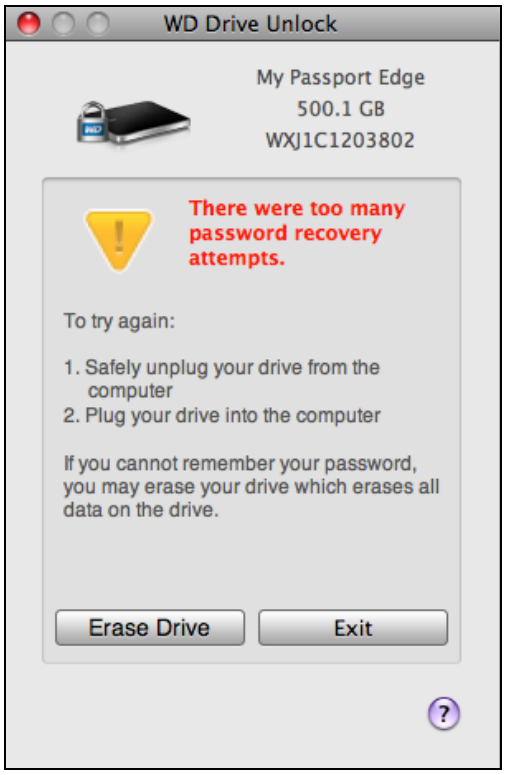
1. Double-click the WD Unlocker virtual CD icon on your desktop:

2. Double-click the WD Drive Unlock application on the screen that displays:



The WD Drive Unlock utility screen displays:

3. Make five attempts to unlock the drive by:
   a. Typing a password in the **Password** box.
   b. Clicking **Unlock Drive**.
4. The fifth invalid password attempt displays the too many password attempts prompt:



5. Click **Erase Drive** to display a warning about erasing all of the data on the drive:

6. Read the warning and select the **I understand** check box to signify that you accept the risk.

7. Click **Erase**.

After the drive erase operation completes, go to *http://support.wdc.com* and see Knowledge Base answer ID 7 for information about downloading and restoring the WD software and disk image on your My Passport drive.

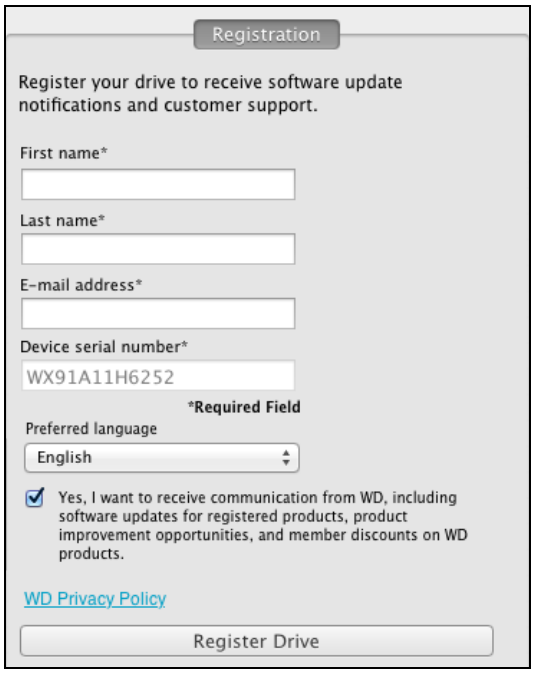
Note: Erasing your drive also removes your password. If you still want to use a password to protect your drive, you will need to re-create it after restoring the WD software and disk image. (See "Password Protecting the Drive" on page 13.)

Registering the Drive

The WD Drive Utilities software uses your computer's Internet connection to register your drive. Registering the drive provides free technical support during the warranty period and keeps you up-to-date on the latest WD products.

To register your drive:

1. Make sure that your computer is connected to the Internet.
2. Click **Go** > **Applications** > **WD Drive Utilities** to display the WD Drive Utilities screen (see Figure 4 on page 19).
3. If you have more than one supported My Passport drive connected to your computer, select the one that you want to register.
4. Click **Registration** to display the Registration dialog:



5. On the Registration dialog:
   a. Type your first name in the **First name** box.
   b. Type your last name in the **Last name** box.
   c. Type your email address in the **E-mail address** box.

d. Select your language in the **Preferred language** box.

e. Select or clear the **Yes, I want to receive communication...** check box to specify whether you want to receive notifications about software updates, product enhancements, and price discount opportunities.

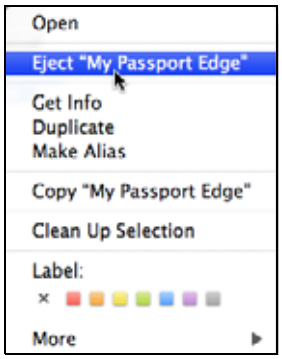
f. Click **Register Drive**.

Safely Dismounting the Drive

CAUTION! To prevent data loss, close all active windows and applications before shutting down or disconnecting the drive.

Use the My Passport icon to safely dismount the drive:

1. Right- or control-click the My Passport icon on the desktop and select **Eject "My Passport Edge"**:



   You might hear the drive power down.

2. Wait for the drive icon to disappear from the desktop before disconnecting the drive.

Restoring the WD Software and Disk Image

In addition to deleting all of the data on your My Passport drive, erasing or reformatting the drive also removes the WD Security and WD Drive Utilities software and all of the support files, utilities, and user manual files.

If you ever need to remove and reinstall the WD software on your computer, or move the drive to another computer and install the software there, you will need to restore the WD software and disk image on your My Passport drive. To do this, after you have erased or reformatted the drive, go to *http://support.wdc.com* and see Knowledge Base answer ID 7.

5

Using the Drive with Windows

The My Passport drive is formatted as a single HFS+J partition for compatibility with Mac OS X operating systems. To use the drive on Windows computers, you must reformat it to a single NTFS partition.

This chapter includes the following topics:

Reformatting the Drive
Restoring the WD Software and Disk Image

Reformatting the Drive

CAUTION! Reformatting the drive erases all its contents. If you have already saved files on the drive, be sure to back them up before reformatting it.

Go to *http://support.wdc.com* and refer to Knowledge Base answer ID 3865 for information about reformatting the drive.

See “Troubleshooting” on page 28 for more information about reformatting a drive.

Restoring the WD Software and Disk Image

After you have reformatted your My Passport drive for use on Windows computers, go to *http://support.wdc.com* and see Knowledge Base answer ID 7 for information about downloading and restoring the Windows versions of the WD Drive Utilities and WD Security software and disk image on your My Passport drive.

6

Troubleshooting

This chapter includes the following topics:

Installing, Partitioning, and Formatting the Drive
Frequently Asked Questions

If you have problems installing or using this product, refer to this troubleshooting section or visit our support Web site at *http://support.wdc.com* and search our knowledge base for more help.

Installing, Partitioning, and Formatting the Drive

How to	Answer ID
▪ Partition, and format a WD drive on Windows (7, Vista, XP, 2000) and Mac OSX	3865
▪ Reformat from Mac GPT to Windows XP NTFS	3645
▪ Reformat the drive from Mac GPT to Windows 7 or Vista NTFS format	3647
▪ Obtain and reinstall the original software included with this product	1425
▪ Format a WD hard drive in FAT32* (for use in both Windows and MAC OSX)	291

**The FAT32 file system has a maximum individual file size of 4 GB and cannot create partitions larger than 32 GB in Windows. To create partitions larger than 32 GB in FAT32 when reformatting the drive, download the External USB/FireWire FAT32 Formatting Utility from http://support.wdc.com/product/download.*

Windows users can avoid these size limitation by formatting the drive to NTFS using either the Windows Disk Management utility or similar third-party software. For further details, see:

- *Answer ID 291 at http://support.wdc.com*
- *Article IDs 314463 and 184006 at support.microsoft.com*
- *The appropriate third-party software documentation or support organization*

Frequently Asked Questions

Q: *Why does the drive not power up?*

A: A special cable might be needed for computers with limited bus power. For more information in the U.S., visit our website at *http://store.westerndigital.com*. Outside the U.S., contact WD Technical Support in your region.

Q: *Why is the drive not recognized under My Computer or on the computer desktop?*

A: If your system has a USB 3.0 or USB 2.0 PCI adapter card, be sure that its drivers are installed before connecting your WD USB 3.0 external storage product. The drive is not recognized correctly unless USB 3.0 or USB 2.0 root hub and host controller drivers are installed. Contact the adapter card manufacturer for installation procedures.

Q: *Why won't my computer boot when I connect my USB drive to the computer before booting?*

A: Depending on your system configuration, your computer might try to boot from your WD portable USB drive. Refer to your system's motherboard BIOS setting documentation to disable this feature or visit *http://support.wdc.com* and see Knowledge Base answer ID 1201. For more information about booting from external drives, refer to your system documentation or contact your system manufacturer.

Q: *Why is the data transfer rate slow?*

A: Your system may be operating at USB 1.1 speeds due to an incorrect driver installation of the USB 3.0 or USB 2.0 adapter card or a system that does not support USB 3,0 or USB 2.0.

Q: *How do I determine whether or not my system supports USB 3.0 or USB 2.0?*

A: Refer to your USB card documentation or contact your USB card manufacturer.

Note: If your USB 3.0 or USB 2.0 controller is built in to the system motherboard, be sure to install the appropriate chipset support for your motherboard. Refer to your motherboard or system manual for more information.

Q: *What happens when a USB 3.0 or USB 2.0 device is plugged into a USB 1.1 port or hub?*

A: USB 3.0 and USB 2.0 are backward-compatible with USB 1.1. When connected to a USB 1.1 port or hub, a USB 3.0 or USB 2.0 device operates at the USB 1.1 full speed of up to 12 Mbps.

If your system includes a PCI Express slot, you can achieve USB transfer rates by installing a PCI Express adapter card. Contact the card manufacturer for installation procedures and more information.

A

Compliance and Warranty Information

This appendix includes the following topics:

Regulatory Compliance
Environmental Compliance (China)
Warranty Information (All Regions Except Australia/New Zealand)
Warranty Information (Australia/New Zealand)
GNU General Public License (“GPL”)

Regulatory Compliance

FCC Class B Information

This device has been tested and found to comply with the limits of a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This unit generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception. However, there is no guarantee that interference will not occur in a particular installation. Any changes or modifications not expressly approved by WD could void the user's authority to operate this equipment.

ICES/NMB-003 Compliance

Cet appareil de la classe B est conforme à la norme NMB-003 du Canada.

This device complies with Canadian ICES-003 Class B.

Safety Compliance

Approved for US and Canada. CAN/CSA-C22.2 No. 60950-1, UL 60950-1: Safety of Information Technology Equipment.

Approuvé pour les Etats-Unis et le Canada. CAN/CSA-C22.2 No. 60950-1: Sûreté d'équipement de technologie de l'information.

This product is intended to be supplied by a listed limited power source, double insulated, or direct plug-in power unit marked “Class 2.”

CE Compliance for Europe

Marking by the CE symbol indicates compliance of this system to the applicable Council Directives of the European Union, including the EMC Directive (2004/108/EC) and the Low Voltage Directive (2006/95/EC). A “Declaration of Conformity” in accordance with the applicable directives has been made and is on file at Western Digital Europe.

GS Mark (Germany only)

Machine noise - regulation 3. GPSGV: Unless declared otherwise, the highest level of sound pressure from this product is 70db(A) or less, per EN ISO 7779. Maschinenlärminformations-Verordnung 3. GPSGV: Der höchste Schalldruckpegel beträgt 70 db(A) oder weniger gemäß EN ISO 7779, falls nicht anders gekennzeichnet oder spezifiziert.

KC Notice (Republic of Korea only)

기종별	사용자 안내문
B 급기기 (가정용방송통신기자재)	이기기는가정용(B 급) 전자파적합기기로서주로 가정에서사용하는것을목적으로하며, 모든지역에 서사용할수있습니다

Environmental Compliance (China)

部件名称	有毒有害物质和元素					
	铅 (Pb)	鎘 (Cd)	汞 (Hg)	六价铬 (Cr^{6+})	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
包装页	O	O	O	O	O	O
包装外壳	O	O	O	O	O	O
光导管	O	O	O	O	O	O
电源按钮	O	O	O	O	O	O
HDD 托架	O	O	O	O	O	O
EMI 外壳	O	O	O	O	O	O
个性化板材	O	O	O	O	O	O
Kensington 锁按键	O	O	O	O	O	O
螺丝 6-32x6.35mm	O	O	O	O	O	O
螺丝 M3x5mm+5W	O	O	O	O	O	O
垂直支脚	O	O	O	O	O	O
减震架	O	O	O	O	O	O
印制板装配 (PCA)*	O	O	O	O	O	O
硬盘	X	O	O	O	O	O
电缆组件	O	O	O	O	O	O
电源适配器	O	O	O	O	O	O
电源线	O	O	O	O	O	O

* 印制板装配包括所有印刷电路板 (PCB) 及其相应的各个组件、IC 及连接器。

O：表示此部件所用的所有均质材料中包含的此有毒或有害物低于 MCV 标准中的限制要求。

X：表示此部件所用的均质材料中至少有一种材料包含的此有毒或有害物高于 MCV 标准中的限制要求。

在出现一个 “X” 的所有情况下，WD 采用容许的排除。

Warranty Information (All Regions Except Australia/ New Zealand)

Obtaining Service

WD values your business and always attempts to provide you the very best of service. If this Product requires maintenance, either contact the dealer from whom you originally purchased the Product or visit our product support website at *http://support.wdc.com/warranty/policy.asp* for information on how to obtain service or a Return Material Authorization (RMA). If it is determined that the Product may be defective, you will be given an RMA number and instructions for Product return. An unauthorized return (i.e., one for which an RMA number has not been issued) will be returned to you at your expense. Authorized returns must be shipped in an approved shipping container, prepaid and insured, to the address provided on your return paperwork. Your original box and packaging materials should be kept for storing or shipping your WD product. To conclusively establish the period of warranty, check the warranty expiration (serial number required) via *http://support.wdc.com/warranty/policy.asp*. WD shall have no liability for lost data regardless of the cause, recovery of lost data, or data contained in any Product placed in its possession.

Limited Warranty

WD warrants that the Product, in the course of its normal use, will for the term defined below, be free from defects in material and workmanship and will conform to WD's specification therefor. The term of your limited warranty depends on the country in which your Product was purchased. The term of your limited warranty is for 3 years in the North, South and Central America region, 3 years in the Europe, the Middle East and Africa region, and 3 years in the Asia Pacific region, unless otherwise required by law. The term of your limited warranty period shall commence on the purchase date appearing on your purchase receipt. WD shall have no liability for any Product returned if WD determines that the Product was stolen from WD or that the asserted defect a) is not present, b) cannot reasonably be rectified because of damage occurring before WD receives the Product, or c) is attributable to misuse, improper installation, alteration (including removing or obliterating labels and opening or removing external enclosures, unless the product is on the list of limited user-serviceable products and the specific alteration is within the scope of the applicable instructions, as found at *http://support.wdc.com/warranty/policy.asp*), accident or mishandling while in the possession of someone other than WD. Subject to the limitations specified above, your sole and exclusive warranty shall be, during the period of warranty specified above and at WD's option, the repair or replacement of the Product.

The foregoing limited warranty is WD's sole warranty and is applicable only to products sold as new. The remedies provided herein are in lieu of a) any and all other remedies and warranties, whether expressed, implied or statutory, including but not limited to, any implied warranty of merchantability or fitness for a particular purpose, and b) any and all obligations and liabilities of WD for damages including, but not limited to accidental, consequential, or special damages, or any financial loss, lost profits or expenses, or lost data arising out of or in connection with the purchase, use, or performance of the Product, even if WD has been advised of the possibility of such damages. In the United States, some states do not allow exclusion or limitations of incidental or consequential damages, so the limitations above may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Warranty Information (Australia/New Zealand)

Nothing in this warranty modifies or excludes your legal rights under the Australian Competition and Consumer Act or the New Zealand Consumer Guarantees Act. This warranty identifies WD's preferred approach to resolving warranty claims which is likely to be quick and simple for all parties.

No other warranties either express or implied by law, including but not limited to those contained in the Sale of Goods Act, are made with respect to the Product. If you purchased your Product in New Zealand for the purposes of a business, you acknowledge and agree that the New Zealand Consumer Guarantees Act does not apply. In Australia, our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure. What constitutes a major failure is set out in the Australian Consumer Law.

Obtaining Service

WD values your business and always attempts to provide you the very best of service. Should you encounter any problem, please give us an opportunity to address it before returning this Product. Most technical support questions can be answered through our knowledge base or e-mail support service at *http://support.wdc.com*. If the answer is not available or, if you prefer, please contact WD at the applicable telephone number shown in the front of this document.

If you wish to make a claim, you should initially contact the dealer from whom you originally purchased the Product. If you are unable to contact the dealer from whom you originally purchased the Product, please visit our product support Web site at *http://support.wdc.com* for information on how to obtain service or a Return Material Authorization (RMA). If it is determined that the Product may be defective, you will be given an RMA number and instructions for Product return. An unauthorized return (i.e., one for which an RMA number has not been issued) will be returned to you at your expense. Authorized returns must be shipped in an approved shipping container, prepaid and insured, to the address provided with your RMA number. If following receipt of a qualifying claim under this warranty, WD or the dealer from whom you originally purchased the Product determines that your claim is valid, WD or such dealer shall, at its discretion, either repair or replace the Product with an equivalent or better Product or refund the cost of the Product to you. You are responsible for any expenses associated with a claim under this warranty. The benefits provided to you under this warranty are in addition to other rights and remedies available to you under the Australian Competition and Consumer Act or the New Zealand Consumer Guarantees Act.

Your original box and packaging materials should be kept for storing or shipping your WD product. To conclusively establish the period of warranty, check the warranty expiration (serial number required) via *http://support.wdc.com*.

Western Digital Technologies, Inc.
3355 Michelson Drive, Suite 100
Irvine, California 92612
E-mail: support@wdc.com

Warranty

WD warrants that the Product, in the course of its normal use, will for the term defined below, be free from defects in material and workmanship and will conform to WD's specifications. The term of your warranty is 3 year in Australia and New Zealand, unless otherwise required by law. The term of your warranty period shall commence on the purchase date appearing on your purchase receipt from an authorized distributor or authorized reseller. Proof of purchase shall be required to be eligible for this warranty and to establish the commencement date of this warranty. Warranty service will not be provided unless the Product is returned to an authorized distributor, authorized reseller or regional WD return center where the Product was first shipped by WD. WD may at its discretion make extended warranties available for purchase. WD shall have no liability for any Product returned if WD determines that the Product was (i) not purchased from an authorized distributor or authorized reseller, (ii) not used in accordance with WD specifications and instructions, (iii) not used for its intended function, or (iv) stolen from WD, or that the asserted defect a) is not present, b) cannot reasonably be rectified because of damage occurring before WD receives the Product, or c) is attributable to misuse, improper installation, alteration (including removing or obliterating labels and opening or removing external enclosures, including the mounting frame, unless the

product is on the list of limited user-serviceable products and the specific alteration is within the scope of the applicable instructions, as found at *http://support.wdc.com*), accident or mishandling while in the possession of someone other than WD.

PRODUCTS ARE COMPLEX AND FRAGILE ITEMS THAT MAY OCCASSIONALY FAIL DUE TO (A) EXTERNAL CAUSES, INCLUDING WITHOUT LIMITATION, MISHANDLING, EXPOSURE TO HEAT, COLD, AND HUMIDITY, AND POWER FAILURES, OR (B) INTERNAL FAULTS. SUCH FAILURES CAN RESULT IN THE LOSS, CORRUPTION, DELETION OR ALTERATION OF DATA. NOTE THAT YOU SHALL BE RESPONSIBLE FOR THE LOSS, CORRUPTION, DELETION OR ALTERATION OF DATA HOWSOEVER CAUSED, AND FOR BACKING UP AND PROTECTING DATA AGAINST LOSS, CORRUPTION, DELETION OR ALTERATION. YOU AGREE TO CONTINUALLY BACK UP ALL DATA ON THE PRODUCT, AND TO COMPLETE A BACKUP PRIOR TO SEEKING ANY GENERAL SERVICE AND TECHNICAL SUPPORT FROM WD.

In Australia, if the Product is not of a kind ordinarily acquired for personal, domestic or household use or consumption, provided it is fair and reasonable to do so, WD limits its liability to replacement of the Product or supply of equivalent or better Product.

This warranty shall extend to repaired or replaced Products for the balance of the applicable period of the original warranty or ninety (90) days from the date of shipment of a repaired or replaced Product, whichever is longer. This warranty is WD's sole manufacturer's warranty and is applicable only to Products sold as new.

GNU General Public License ("GPL")

Firmware incorporated into this product may include third party copyrighted software licensed under the GPL or Lesser General Public License ("LGPL") (collectively, "GPL Software") and not Western Digital's End User License Agreement. In accordance with the GPL, if applicable: 1) the source code for the GPL Software may be downloaded at no charge from *http://support.wdc.com/download/gpl* or obtained on CD for a nominal charge from *http://support.wdc.com/download/gpl* or by calling Customer Support within three years of the date of purchase; 2) you may re-use, re-distribute, and modify the GPL Software; 3) with respect solely to the GPL Software, no warranty is provided, to the extent permitted by applicable law; and 4) a copy of the GPL is included herewith, may be obtained at *http://www.gnu.org*, and may also be found at *http://support.wdc.com/download/gpl*. Modification of or tampering with the Software, including but not limited to any Open Source Software, is solely at your own risk. Western Digital is not responsible for any such modification or tampering. Western Digital will not support any product in which you have or have attempted to modify the Software supplied by Western Digital.

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Western Digital
3355 Michelson Drive, Suite 100
Irvine, California 92612 U.S.A.

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